



## Formal Student Complaint Process Form

The purpose of the CBC student complaint process is to establish a clear process whereby a student may express dissatisfaction with the performance or action of a College employee that the student believes to be a violation of student rights under WAC 132S-90-010 and/or inconsistent with College policy. It is the belief and practice of CBC that the best way for individuals to address concerns or complaints is in an informal, direct manner. Students are encouraged to meet with the faculty or staff member and attempt to resolve the problem informally. If the student is dissatisfied with the outcome of the informal process or did not engage in the informal process, the student may proceed with a formal written complaint utilizing this form no later than **10 calendar days** into the following quarter after the event that serves as the basis for the complaint occurred.

CBC's Student Complaints process can be found at [www.columbiabasin.edu/studentcomplaint](http://www.columbiabasin.edu/studentcomplaint). \*(See exceptions to Student Complaint Process).

<b>I am filing a formal student complaint against (please select one)</b>			
<input type="checkbox"/> Faculty			
<input type="checkbox"/> Staff Member			
<b>Faculty/Staff Member Name:</b>			
<b>The issue that serves as the basis for the complaint occurred during:</b>			
<b>Year:</b>	<b>Quarter:</b>	<input type="checkbox"/> Fall	<input type="checkbox"/> Winter
		<input type="checkbox"/> Spring	<input type="checkbox"/> Summer
<input type="checkbox"/> I am appealing the supervising administrator's decision (Attach written appeal)			

### Student Complainant Information

<b>Name:</b>		<b>SID:</b>	
<b>Address:</b>			
<b>City</b>	<b>State:</b>	<b>Zip Code:</b>	
<b>Email:</b>			
<b>Phone:</b>			



**Complaint Statement:**

Please provide sufficient details about your complaint and attempts you have made to resolve the issue at the information level (if applicable). Additionally, provide any suggestions or changes that will resolve/alleviate your complaint. Refer in this section to the supporting documentation you will attach for context. (Attach additional pages if necessary).

**Student Acknowledgement**

By signing this complaint, I certify the information I am providing and any supporting documentation is true and accurate to the best of my knowledge. I understand that if this complaint and any documentation that I submit is incomplete, it may be necessary to resubmit this form and all relevant document(s) for the complaint to be processed.

Date:

\_\_\_\_\_  
**Signature**

*Submission of falsified information or misrepresentations of substantive fact are a violation of the CBC Student Code of Conduct (WAC 132S-100-230) and may be cause for disciplinary action.*



<b>A. Name of Supervising Administrator Response to Informal Student Complaint</b>	Date:
<b>B. Supervising Administrator Intake and Assessment:</b> The supervising administrator assesses the formal complaint and makes a determination of whether the complaint is appropriate for further consideration.	
Date of receipt of formal complaint: Date of Supervising Administrator Determination Notification: (Notify the student in writing no later than <b>fifteen (15) calendar days</b> after receipt of the formal complaint.) (The formal complaint is terminated and may only be considered further by appeal to the appropriate vice president or designee.)  <input type="checkbox"/> The student complaint <i>is not</i> appropriate for further consideration for the following reasons <input type="checkbox"/> The student complaint <i>is</i> appropriate for further consideration. (Attach response to the student complaint to this form.)	
<b>C. Supervising Administrators Response:</b> The supervising administrator will provide a copy of the form to, consult with, and involve the faculty or staff member as appropriate for any information or supporting documentation addressing the formal complaint. If a meeting is held with the student complainant, the supervising administrator will make best efforts within the timeframe to include the faculty or staff member as appropriate.  The student and faculty or staff member will receive a decision from the appropriate supervising administrator within <b>fifteen (15) calendar days</b> after submitting the formal complaint. Attach response to the student and faculty or staff member to this form.  Date of Meeting (if applicable): Date of Supervising Administrators Response:	
<b>D. Appeal of Supervising Administrator Decision:</b> If the complaint is not resolved to the student or faculty or staff member's satisfaction, it may be appealed to the appropriate vice president or designee. The vice president's decision will be made no later than <b>fifteen (15) calendar days</b> from receiving the appeal. Attach response from the vice president to this form.  Date of Student or Faculty or Staff Member Filed Appeal to Vice President: Date of Vice President's Response:	
<b>E. Appeal of Vice President Decision:</b> Appeal of the vice president's decision may be made to the President within <b>ten (10) calendar days</b> of the vice president's decision only if additional evidence is provided. The final decision of the President will be made no later than <b>ten (10) calendar days</b> from receiving the appeal. Attach response from the President to this form.  Date of Student or Faculty or Staff Member Filed Appeal to President Date of President Response:	
<b>F. Location of Student Complaint File:</b>	